



August 14th, 2002

Bonnie Johnson
Sr. Manager, ILEC Relations
Eschelon Telecom
730 Second Avenue South, Suite 1200
Minneapolis, MN 55402

**SUBJECT: Qwest's Change Request Response - CR #PC050902-1
"Offer Expedites on Qwest Resale DSL Feature Order"**

Eschelon's Change Request petitioned for the following:

- "Currently Qwest policy does not allow a CLEC to expedite any request to add the DSL feature whether the DSL was disconnected in error by Qwest or the CLEC has a need to expedite the request due to customer needs. DSL is a specific service and not related to the dial tone itself. As a result, in some cases Eschelon customers are negatively impacted without the use of DSL even if they have dial tone. Eschelon requests that Qwest develop, train and adhere to a process to expedite the DSL feature order for Qwest resale DSL."
- "Qwest will develop and implement an expedite process for the feature order of Qwest resale DSL."

Qwest has documented and communicated several internal process improvements around the restoral of Resold DSL service when disconnected by Qwest in error. This was communicated to impacted Qwest organizations via a Multi-Channel Communicator (MCC) dated 07/16/02, Call Handling Procedures – Supporting Resale/UNE P DSL Orders, issued by Michelle Thacker. CLECs should continue to utilize the "Expedites & Escalations Overview" business procedures document. This document can be accessed at the following link: <http://www.qwest.com/wholesale/clecs/exesclover.html>

Additionally, effective June 21st, 2002, Qwest significantly reduced both the Retail and Resale Qwest DSL standard provisioning interval from 10 business days to 5 business days. This improvement is outlined in announcement PROS.06.26.02.F.00487.SIG_Update_DSL dated May 31st, 2002. The archived announcement can be accessed at the following link:
<http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,16,00.html>

Qwest does not have a process available to install new Retail or Resale Qwest DSL within a shorter than standard interval; however, Qwest's Wholesale Sales and Service Organization remains available to receive escalation requests on an individual case basis.

The following references are provided for your review:

**Qwest “Resale – General” Product Catalog, Located at the following link:
<http://www.qwest.com/wholesale/pcat/resalegeneral.html>**

- “Qwest’s retail telecommunications products and services are available for resale by Competitive Local Exchange Carriers (CLECs) to their end-users. The term ‘Resale’ generally refers to the ‘resale’ of fully finished Residential, Business, Private Line and Integrated Services Digital Network (ISDN) services. This means that Qwest provides the end-to-end service all the way to the end-user, with your brand instead of Qwest.” [Emphasis added.]

Template SGAT/Contract Language at 6.2.3:

“Qwest shall provide to CLEC Telecommunications Services for resale that are at least equal in quality *and in substantially the same time and manner* that Qwest provides these services to itself, its subsidiaries, its affiliates, other Resellers, and Qwest’s retail end users. Qwest shall also provide resold services to CLEC in accordance with the Commission’s retail service quality requirements, if any.” [Emphasis added.]

**Qwest Business Procedures Product Catalog (PCAT) “Expedites & Escalations Overview”,
Located at the following link: <http://www.qwest.com/wholesale/clecs/exesclover.html>**

- “If your service request was completed within the past 72 business hours, contact Qwest’s Interconnect Service Center (ISC) at 888-796-9087 for assistance; otherwise utilize your normal trouble-reporting channel into the appropriate Center for repair call handling, trouble report creation, status updates, and escalation management.”
- “Expedites: Requests for an improved standard interval, Individual Case Basis (ICB) or committed to ICB (Ready for Service (RFS) + Interval) date Escalations: Requests for status or intervention around a missed date.”
- “Expedites - While Qwest standard intervals, defined in our Service Interval Guide (SIG) identify reasonable intervals, at times a valid expedite situation can occur such as:
 - Fire
 - Flood
 - National emergency
 - Conditions where your end-user is completely out of service (primary line)
 - Disconnect in error by Qwest
 - Requested service necessary for your end-user’s grand opening event delayed for facilities or equipment reasons with a future RFS date
 - Delayed orders with a future RFS date that meet any of the above described conditions.”
- “If an expedite situation occurs, call the assigned Qwest Wholesale Center Representative responsible for processing your service requests. All expedite requests require approval to ensure resource availability. The Qwest Wholesale Center Representative will coordinate with you and Qwest internal organizations to resolve. Expedite charges may apply. If your expedite request is denied, denial reason(s) will be provided.”
- The PCAT indicates that expedite/escalation requests can be directed to the Wholesale LSR Service Center at 888-796-9087.

Sincerely,

Cliff Dinwiddie
Sr. Manager, Product Strategy & Regulatory Support
Qwest